



## NS224 shelf not visible with storage ports configured

[https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/NS224\\_shelf\\_not\\_visible\\_with\\_storage\\_p...](https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/NS224_shelf_not_visible_with_storage_p...)

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### Applies to

- ONTAP 9
- NS224

### Issue

- Ports to NS224 shelf are down.

```
slot 0: 40G/100G Ethernet Controller CX5
e0c MAC Address:      aa:bb:cc:dd:ee:ff (auto-unknown-fd-down)
e0d MAC Address:      ff:ee:dd:cc:bb:aa (auto-unknown-fd-down)
```

- Ports are configured as storage ports and enabled:

```
::> storage port show -node node1 -port-type
```

```
ENET
```

Node	Port	Type	Speed (Gb/s)	State	Status	VLAN ID	Is Dedicated?
node1	e0c	ENET	100	enabled	online	-	false
	e0d	ENET	100	enabled	online	-	false

```
2 entries were displayed.
```

- Cabling confirmed to be correct: [Cable shelf to AFF systems - NS224 shelves](#)
- Cable reseal does not resolve.
- Power cycle of node does not resolve.